



[Defective, Misprinted or Non-Conforming Ticket Procedure]

[Office of Sales]

[LOT-SA-0002]

[June 13, 2017]

PURPOSE:

The Ohio Lottery Commission (the "Lottery") periodically receives information regarding instant and online tickets that are defective, misprinted or that contain imperfections. Incidents of defective, misprinted or nonconforming tickets are generally identified via a Lottery customer complaint or Lottery Retailer. In the case of instant tickets, sample books of each game are forwarded to the Instant Ticket Testing Vendor, as well as to the Instant Ticket Manager, to inspect each game for possible tickets that may be defective, misprinted or nonconforming.

The following procedures will be utilized to streamline the reporting of defective, misprinted, or nonconforming tickets. They will also allow the proper departments to quickly apply their expertise in correcting incidents of the same.

POLICY:

Misprinted tickets

1. Misprinted tickets of all types and values should be forwarded to the Claims Department for handling and documentation.
2. The Claims Department will research the history of the ticket to determine if it was a winning ticket. Subject to the discretion of the director, generally:
 - a. If the ticket has no visible defect:
 - i. The ticket will be examined by the Claims Department, in the case of an instant ticket, or by the Information Technology Department, if it is an online ticket. If the ticket is determined to be a winner on its face, the customer should be paid the amount the face indicates. The ticket should then be forwarded to the Office of Legal Counsel so that it can be submitted to that Ticket Printing Vendor for reimbursement.
 - b. If the ticket has any visible defect (including, but not limited to, double cards, repeat numbers, or distorted prize awards, symbols, words, numbers or other graphics):
 - i. The ticket will be reconstructed by the Office of Security, if it is an instant ticket, or by the Information Technology Department, if it is an online ticket. If the ticket is determined to be a winner, the customer should be paid the winning value. The ticket should then be forwarded to the Office of Legal Counsel so that it can be submitted to that Ticket Printing Vendor for reimbursement. If the



ticket is determined not to be a winner, the customer will be so notified and the matter will be closed.

3. The original misprinted ticket should then be forwarded to the Instant Ticket Manager, in the case of an instant ticket, or to the Information Technology Department, if it is an online ticket, to determine whether specific action is recommended with regard to that instant or online game.
4. If there are questions as to how to proceed regarding any claim, the Claims Department should notify the Office of Legal Counsel to provide guidance.

If necessary, the Lottery will immediately follow up with the appropriate Ticket Printing Vendor found to have been responsible for the defect, misprint, or nonconformity. Either the Instant Ticket Manager, in the case of instant tickets, or the Information Technology Department, in the case of online tickets, will request a written explanation from that Ticket Printing Vendor regarding the extent of any problem, and will determine why the problem occurred and what preventative measures need to be put in place to remedy the issue going forward.

Upon receipt of the Ticket Printing Vendor's explanation regarding the problem, either the Instant Ticket Manager, in the case of instant tickets, or the Information Technology Department, in the case of online tickets, will forward a copy of the explanation to the Office of Sales, the Office of Legal Counsel, the Office of Security, and to any other party in need of such documentation. The Office of Legal Counsel or the Office of Security may seek independent review of the problem if deemed appropriate.

If necessary, the director, his or her designee, or the Deputy Director of Sales, will instruct the affected Regional Manager(s) to retrieve all instant tickets from their Lottery Retailers, which have been identified as being defective, or having a misprint or nonconformity. If such retrieval of the tickets from the field is required, the Security Director shall also be notified.

In the case of instant tickets, the Instant Ticket Warehouse and Distribution Vendor will also be notified so that they may stop delivery of the game in question. The Sales Director, or his or her designee, will contact the Regional Office Managers regarding the defective, misprinted or nonconforming ticket(s), to identify whether the problem is pervasive (i.e. statewide or regional), and in conjunction with the Office of Security, will calculate the number of tickets affected. The amount of tickets affected will be forwarded to the Office of Legal Counsel for possible assessment of liquidated damages. Such damage figures will also be reviewed by the Deputy Director of Finance. The Office of Legal Counsel will maintain a file on each incident involving a defective, misprinted, or nonconforming ticket.

If tickets appear to have been altered or damaged, by a party other than the Ticket Printing Vendor, the Office of Security and the Office of Legal Counsel should be notified.



BREACH OF POLICY:

A violation of any part of this policy may be subject to disciplinary action up to and including termination.

**THIS POLICY SUPERSEDES AND REPLACES ANY AND ALL PREVIOUSLY ISSUED POLICIES
ON THIS SUBJECT**

Revision History		
Status	Date	Changes
First Issued	March 1, 2002	-
Revised	April 2006	Content Changes
Revised	June 2009	Content Changes
Revised	September 14, 2016	Renumbered (Formerly:SA-06-02 A.2)
Revised	June 13, 2017	Content Changes